

**FEATURING BEST PRACTICES
OF STATE AGENCIES AND INSTITUTIONS OF THE
COMMONWEALTH OF VIRGINIA**

**Training Program
EMTALA Training Program CD-ROM**

**Center for Quality Health Care Services and Consumer Protection
implemented this best practice
in May 1999**

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
34 Develop resource capabilities
342 Train personnel

**Best Practice Summary
(how it works, how you measure it)**

The EMTALA Training Program CD-ROM allows for staff to learn through an interactive approach. This multi-media training program is provided to staff via e-mail or CD-ROM. This Training Program increases training opportunities for staff, increases the flexibility of training, and decreases the costs associated with training. The CD-ROM is updated according to changes in regulations. Success is measured by tracking new employees through the training process.

Impact on the Process Organizational Performance (OUTCOMES)

This Best Practice has increased the flexibility of training. This multi-modality approach enhances the learning process. The costs of training have decreased associated with this program.

Best Practice Qualification

The EMTALA Training Program qualified as a "Best Practice" for the following reasons:

- positive outcome that affected the Acute care of the Center
- positive financial outcome
- innovative, original, and has an ongoing impact

In addition, this can be replicated for other multimedia training programs at the Center.

For Additional Information

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